



Administrative Office of the Courts

PROJECT MANAGER

Primary Purpose

Leads and directs high-visibility information technology projects such as infrastructure upgrades, feasibility studies, business-focused IT solution development, upgrades to legacy systems, and implementation of statewide case management systems for Washington's judicial branch of government.

Distinguishing Characteristics

Reporting to the Project Management and Quality Assurance Manager, this expert professional works independently with significant decision making authority as defined by ISD senior leadership. Interacts regularly with executive leadership, agency management, all levels of division staff, and external stakeholders, including judicial branch decision makers.

Duties and Responsibilities

Leads project chartering and schedule development; establishes business goals and priorities with customers, partners, and staff; effectively and accurately communicates project mission, vision, and scope, working collaboratively with internal and external parties to maintain alignment of business and operational strategic plans.

Negotiates for schedule, resources and budget.

Leads and directs multiple projects; manages personnel and related issues; define scope and work plans; manage budgets; directs and manages workload; procures, create, and manages contracts; tracks and manages risks and issues; ensures that approved project requirements are fully met and that projects are completed on time, within budget and consistent with established standards.

Maintains project plans (schedule, resources, risk, issues, budget); applies project management methodology & best practices to achieve optimal results from each project.

Facilitates identification and definition of business and technical requirements for solution development and integration into enterprise application environment.

Effectively communicates and coordinates between business and technical cross functional teams; communicates project status to internal and external stakeholders; report status and health of project to senior management. Ensures that projects are closed out at their determined conclusion, goals and objectives achievement is evaluated with project leadership, and solutions are properly turned over to the appropriate operations and business owners.

Performs other duties as required.

Key Competencies

Agency Values:

- Integrity
- Honesty
- Accountability
- Teamwork
- Trust
- Respect
- Customer Service
- Communication

Behavioral Competencies

- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

Knowledge, Skills and Ability

- Leadership and interpersonal skills to work across boundaries and to establish and maintain professional working relationships with co-workers, management, and others; mentors and works effectively with people of different abilities/skills
- Ability to effectively communicate both orally and in writing; ability to communicate proficiently in written reports as well as delivering information through presentations
- Communication skills that facilitate effective, appropriate information exchanges at all levels and develop capability within the AOC and the Washington Courts
- Skill in research methods and practices
- Understands customer expectations and ensures work meets those expectations
- Skill to manage staff, time, and resources to accomplish goals and objectives; ability to accurately assess resources needed to carry out planned actions
- Knowledge of management principles & effective project management practices
- Ability to logically integrate ideas/information to form effective goals, objectives, timelines, action plans and solutions; prioritization & effective time management
- Ability to identify, analyze and resolve problems in a consultative manner bringing problems together with recommendations for solutions
- Ability to multi-task and effectively coordinate multiple projects simultaneously
- Ability to identify risks and outcomes associated with courses of action; ability to develop action plans/strategies for the purpose of ensuring the desired outcome
- Ability to accomplish work objectives in cooperation with agency, court and state colleagues & officials; completes assignments within structure set by supervisor
- Ability to oversee project work in progress and evaluate the quality and accuracy of the deliverables
- Ability to achieve excellent results with little need for direct/oversight
- Ability to accept personal responsibility for the quality and timeliness of work
- Ability to exercise judgment and make timely, sound, strategic decisions and recommendations consistent with organizational objectives
- Ability to think critically
- Knowledge of organizational business processes, computer applications, operating systems, and current technologies available to facilitate product and service delivery to all customers

Qualifications and Credentials

A Bachelor's degree in computer science, business administration, or a closely allied field;

AND:

Three years of project management experience in a large/complex information technology environment to include experience managing/directing professional staff

AND

Certification in project management from an accredited higher education institution.

Additional project management experience may substitute for education and certification requirements.

SALARY RANGE: 73

- Workweek may fluctuate depending on workload or agency need.
- Overnight travel may be required based on business need.
- This position is not covered by the Fair Labor Standards Act (FLSA).

10/14: Updated & Revised Qualifications

11/10: Revised Qualifications

6/09: Revised Qualifications

4/08: Revised Salary & description

6/07: Revised Salary

5/07: Revised

2/04: Revised

8/01: Revised

10/97: Established